



MyClass

Web portal and app

Menu

User guide



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This user guide will help you get started with MyClass.

Activate your account

Getting started

How to book and
cancel a class

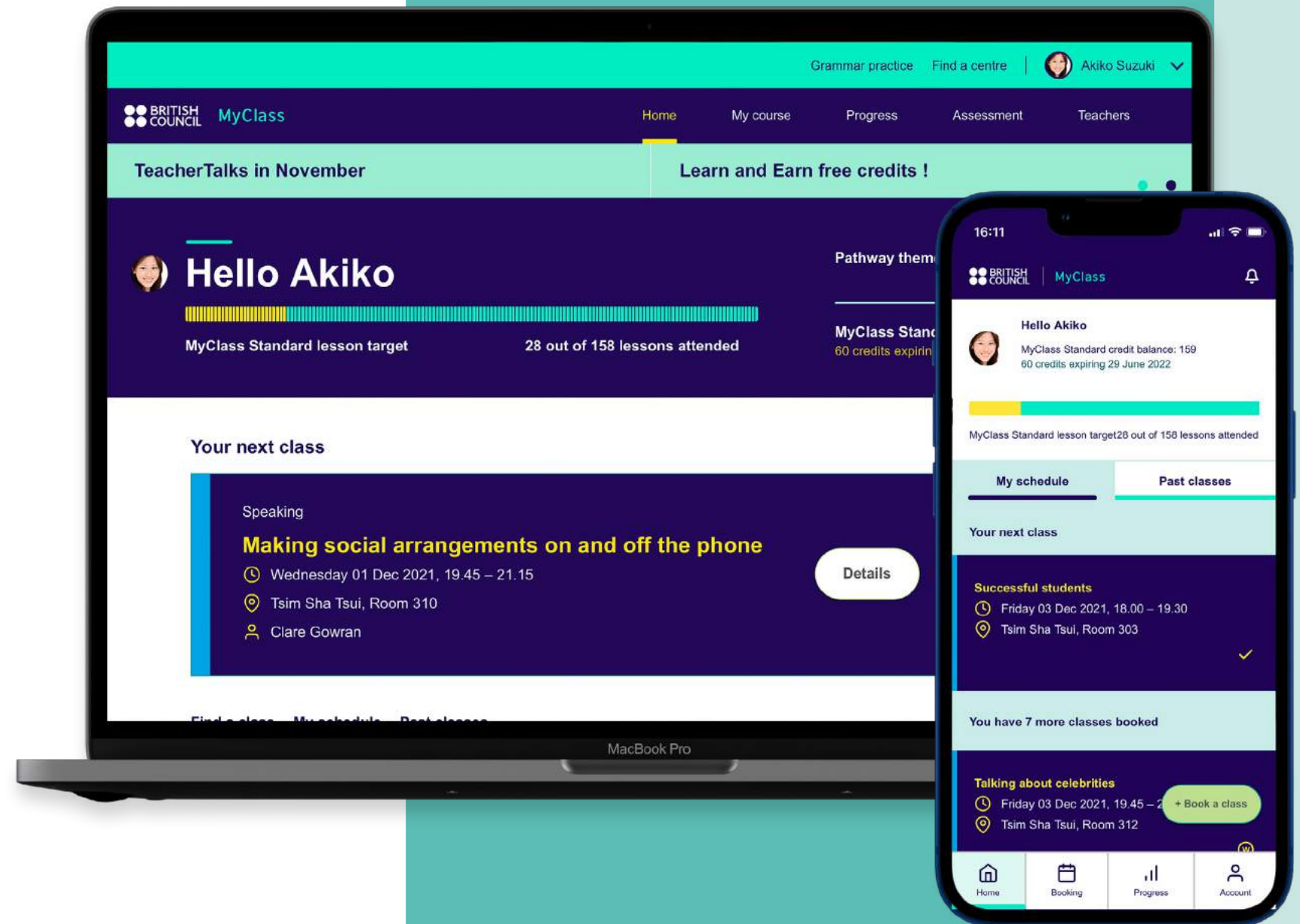
Tracking your
progress

Online classes
and sessions

Introduction

The MyClass web portal and app put you in control of your learning journey. Use them to manage your bookings, practise your English in your own time and track your progress. Everything in one place.

In this guide, you'll find out about booking classes, cancelling a booking, tracking your progress, online activities and more.




Activate your account

To start

Once you have registered for MyClass, you will receive a welcome email inviting you to activate your account on the web portal.

Access


Set a password to activate your account.



Welcome to MyClass

Please complete your details and choose a password to activate your account

Activation problems?

 **Teaching Centre Telephone number**

Please contact our customer services team quoting your student ID: 105876XXXX

Your student ID

Name

Choose a password

Passwords must have at least one uppercase and one lowercase letter, and one number

Choose password

Re-enter password

Activate

Confirmation

Visit

<https://myclass.britishcouncil.org> to book your classes.

or

Download the app for iPhone/iPad or Android

Account activated

You will see a message that your account has been activated.



Your account has been activated

You are ready to log in and start booking classes at <https://myclass.britishcouncil.org>

Activation problems?



Teaching Centre Telephone number

Please contact our customer services team quoting your student ID: 105876XXXX

You can also choose to book your classes using the My Class booking apps for iPhone/iPad and Android



[Download from the app store](#)



[Download from google play](#)

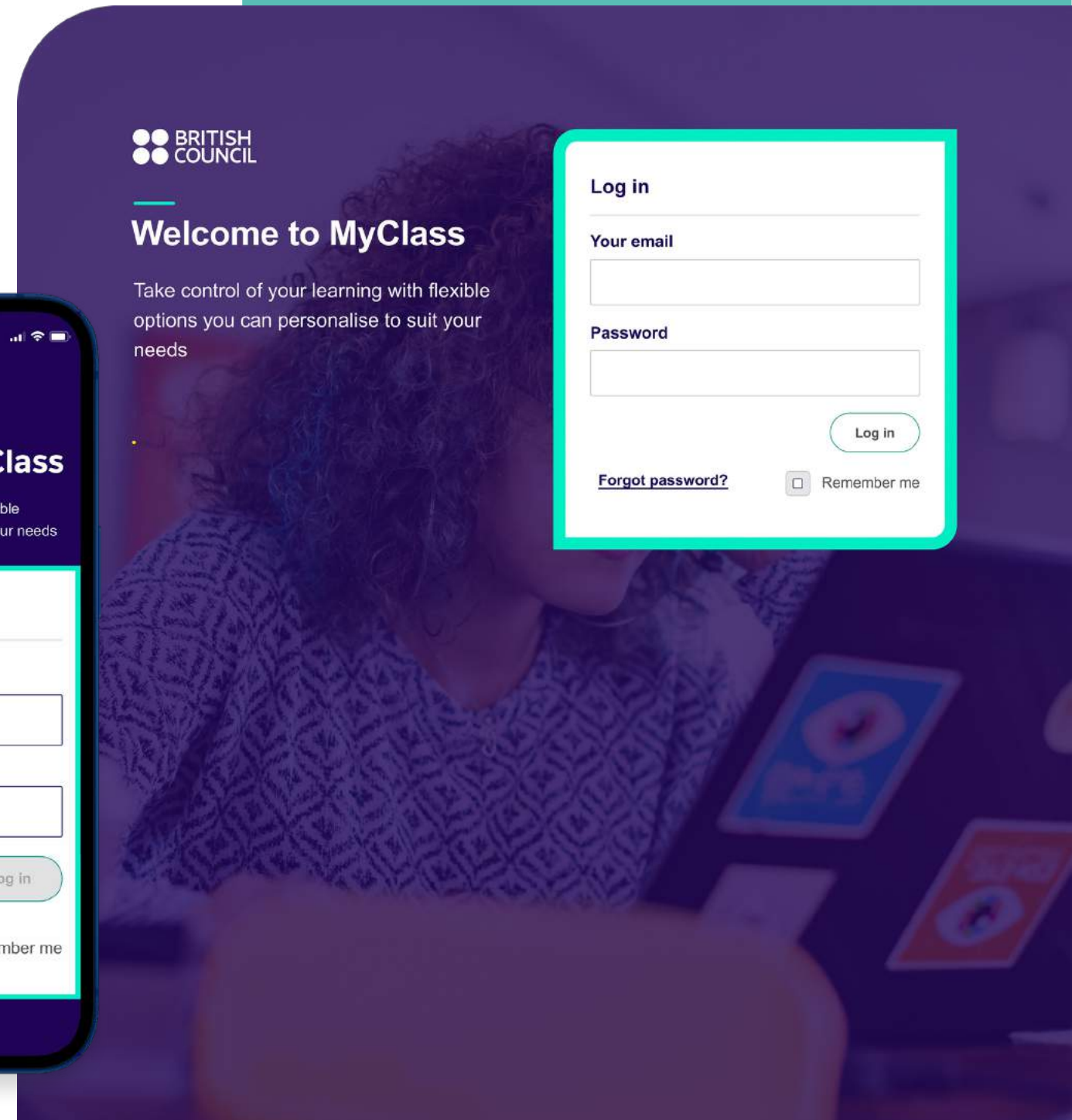
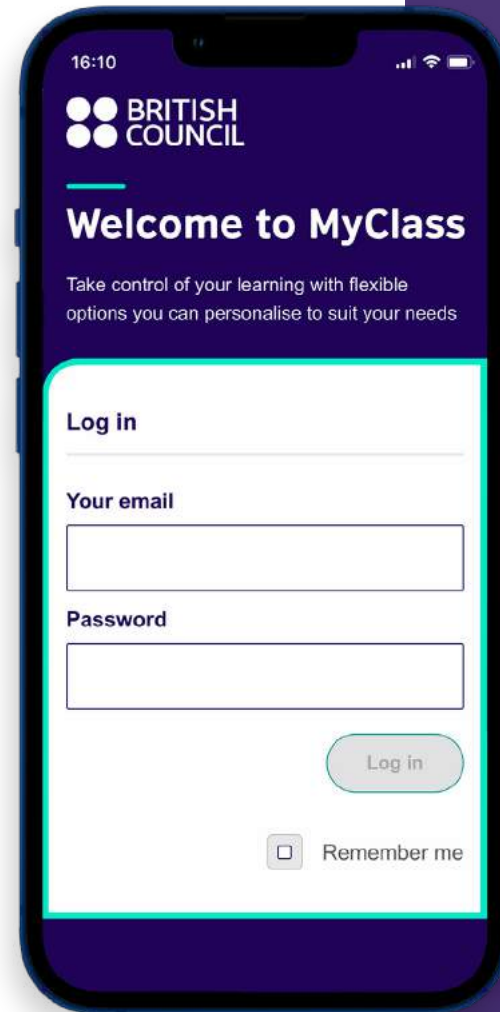
My Class Online is delivered using Zoom.
For the best online classroom experience, please download and install Zoom on your desktop or laptop



[Download Zoom](#)

Log in

Log in using your email and the password you set in the previous step.

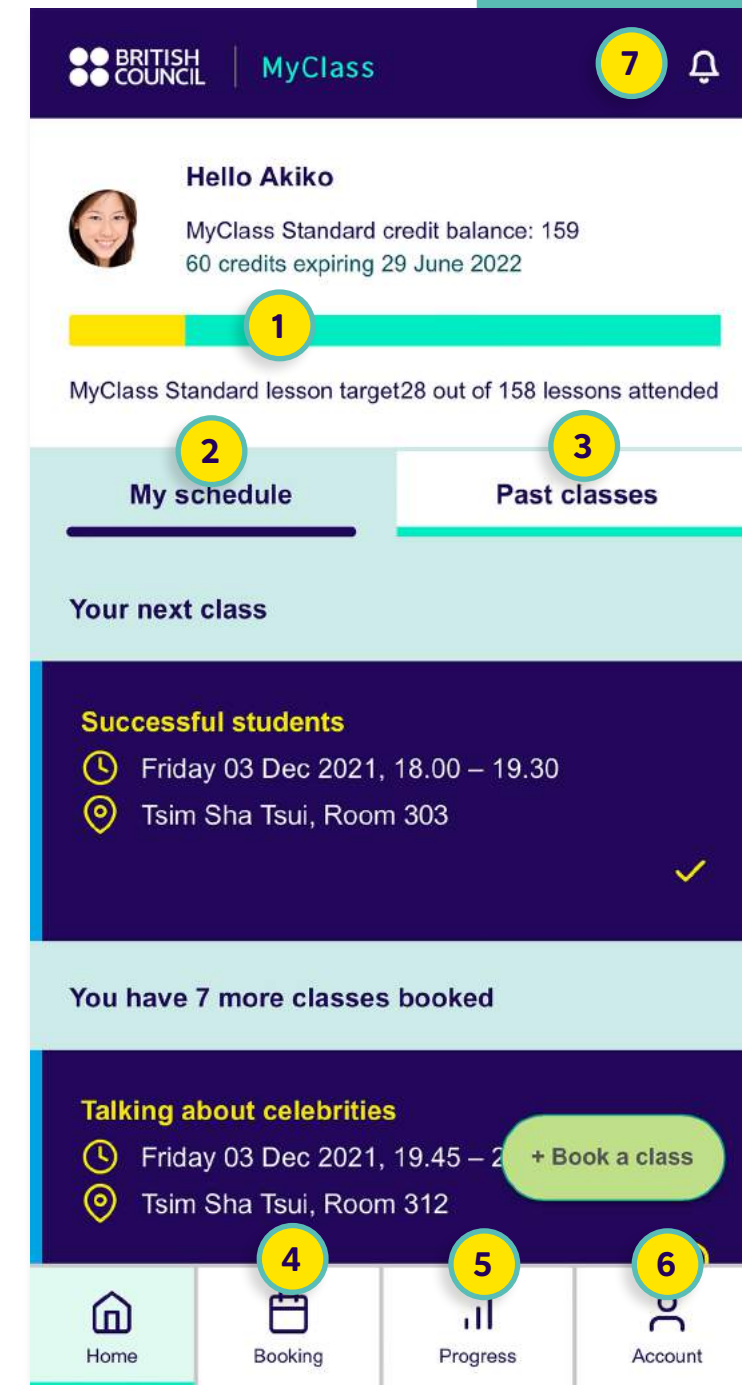
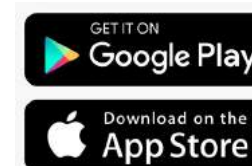


App at a glance

Manage your learning anytime, anywhere with the MyClass app.

Check your class schedule, view your booked lessons, access online activities and much more.

- 1 See your progress against your lesson target on your personal dashboard
- 2 View your booked classes and lesson details
- 3 Review your past classes and practise what you've learned with self-study activities
- 4 Search for and book classes
- 5 Monitor your progress, view your assessment details and access feedback from your teacher
- 6 Manage your account and preferences
- 7 See the latest MyClass news and offers



Web portal at a glance

- 1 View a summary of your progress on your personal dashboard
- 2 Search and book classes
- 3 See your schedule of booked classes
- 4 Review past classes and practise what you've learned with self-study activities
- 5 Access additional online grammar practice
- 6 Manage your account and preferences
- 7 See the latest MyClass news and offers
- 8 My course: View the full course curriculum including the Social English and Workplace English Pathways and Themes
- 9 Progress: Track your progress in detail
- 10 Assessment: View assessment details and teacher feedback

Access the web portal on your computer

<https://myclass.britishcouncil.org/>

The screenshot displays the MyClass web portal interface. At the top, a teal navigation bar contains links for Grammar practice, Find a centre, and a user profile for Akiko Suzuki. Below this, a dark blue header features the British Council MyClass logo and navigation tabs: Home, My course, Progress, Assessment, and Teachers. A teal banner below the header displays 'TeacherTalks in November' and 'Learn and learn free credits!'. The main content area has a dark blue background. On the left, a 'Hello Akiko' section shows a progress bar for 'MyClass Standard lesson target' (28 out of 158 lessons attended) and a 'MyClass Standard credit balance: 161' (60 credits expiring 29 June 2022). On the right, a 'Pathway themes in progress' section is visible. Below the header, a 'Your next class' section highlights a 'Speaking' class titled 'Making social arrangements on and off the phone', scheduled for Wednesday 01 Dec 2021, 19.45 – 21.15, at Tsim Sha Tsui, Room 310, taught by Clare Gowran. Below this, there are tabs for 'Find a class', 'My schedule', and 'Past classes'. The 'Find a class' section includes filters for 'Centre' (Tsim Sha Tsui) and 'Start time' (All times). At the bottom, a 'Switch view' section allows switching between 'Class calendar' and 'Class list'. The 'Class calendar' view shows a weekly schedule for the week of 29 - 05 December 2021, with a class scheduled for Wednesday 01 at 09.00.

Getting started

When you log in to the web portal you'll see the following useful features:

The screenshot displays the MyClass web portal interface. At the top, there's a navigation bar with links for Grammar practice, Find a centre, and a user profile for Akiko Suzuki. Below this, a secondary bar shows Home, My course, Progress, Assessment, and Teachers. A banner for TeacherTalks in November and a link to Learn and Earn free credits are also visible.

The main section features a user profile for Akiko, showing a progress bar for MyClass Standard lesson target (28 out of 158 lessons attended) and a credit balance of 161 (60 credits expiring 29 June 2022). It also lists 8 pathway themes in progress.

Below the profile, the 'Your next class' section highlights a Speaking class titled 'Making social arrangements on and off the phone' scheduled for Wednesday 01 Dec 2021, 19.45 – 21.15, at Tsim Sha Tsui, Room 310, taught by Clare Gowran. A 'Details' button and 'Starts in 2 hours' indicator are present.

The 'Find a class' section includes tabs for Find a class, My schedule, and Past classes, along with an Advanced Search link. Filters for Centre (Tsim Sha Tsui) and Start time (All times) are provided.

The bottom section shows a class calendar view for the week of 29 - 05 December 2021. The calendar grid shows a class on Friday 03 at 09.00: IELTS Coach Reading: Comparing statements (09.00 - 10.30).

Personal dashboard

The personal dashboard on the home page gives you a view of your progress through the course. See your lesson count, pathway progress and credit balance at a glance to help you stay on track with your learning goals.

You'll find more details about your progress on the Progress tab, and more details about your credit balance under your account.

Personal dashboard



Hello Akiko



MyClass Standard lesson target

28 out of 158 lessons attended

Pathway themes in progress

8

MyClass Standard credit balance: **161**

60 credits expiring 29 June 2022

Find a class

Search and book classes. Filter by centre, date, time, teacher and lesson type to help you book classes that suit your needs.

Find a class

Find a classMy schedulePast classes

Advanced Search

Centre

Tsim Sha Tsui

Start time

All times

Lesson type

All lessons type

Switch view:

Class calendar

Class list

Week: 29 - 05 December 2021

	Monday 29	Tuesday 30	Wednesday 01	Thursday 02	Friday 03	Saturday 04	Sunday 05
09.00					IELTS Coach Reading: Comparing statements 09.00 - 10.30		
10.00			Clubs Language Study Skills 10.00 - 10.45				
12.00			Speaking Social Discussing art 12.00 - 13.00				
18.00			Speaking Academic subjects 18.00 - 19.30	Speaking Studying abroad 18.00 - 19.30	Speaking Successful students 18.00 - 19.30	Speaking Academic background 18.00 - 19.30	Speaking Research 18.00 - 19.30

My schedule

See a full list of your booked classes.

My schedule

Speaking

Making social arrangements on and off the phone

🕒 Wednesday 01 Dec 2021, 19.45 – 21.15

📍 Tsim Sha Tsui, Room 310

👤 Clare Gowran

Details

IELTS Coach

Reading: Comparing statements

🕒 Friday 03 Dec 2021, 09.00 – 10.30

📍 Tsim Sha Tsui, Room 1

👤 Bronwen Davies



Details

Clubs | Interest

Global Issues

🕒 Friday 03 Dec 2021, 14.15 – 15.15

📍 Admiralty, Room 803

👤 Viktor Carrasquero

Details

Speaking

Successful students

🕒 Friday 03 Dec 2021, 18.00 – 19.30

📍 Tsim Sha Tsui, Room 303

👤 Clare Gowran



Details

Past classes

View the classes that you've done and review, revise and consolidate what you've learned by completing the online self-study activities. You can also listen again to audio files from the lessons.

Past classes

Listen again

Listen again to the audio from the lesson and follow the text in the transcript.

- Audio 1
- Audio 2
- Audio 3
- Audio 4

Lesson review

Review what you have learned with these activities. You can do them as many times as you like.

score 7.5

Vocabulary
Vocabulary check

score 7.5

Grammar
Job-related activities

not started

Reading
Reading about a job

not started

My course 1

In the My course area you'll find the full course curriculum.

See details of all the lessons available to you. You can also view the broad range of activities on offer such as clubs, study support, private lessons and more.


My course

BRITISH COUNCIL

MyClass

Grammar practice

Find a centre

 Akiko Suzuki

Home

My course

Progress

Assessment

Teachers

Elementary

Pre-intermediate

Intermediate

Upper Intermediate

Advanced

Pathways

▼ Social

• Dealing with challenges

• Better living

• Planning and going on holiday

• Socialising and sharing stories

• Collaborating and reaching agreement

• Art, culture and the internet

• Health and fitness

• Improving conversation skills

> Work

Flex lessons

Activities

Custom page

Speaking

Dealing with challenges

Solving problems can be challenging if you don't know how to express yourself correctly. You'll discuss problems in a variety of different situations. Learn how to communicate and respond to problems, and listen to and give advice.

Choose a lesson

Theme progress

1 out of 6 lessons attended

Centre

Admiralty

I'll never go there again

🕒 Next Class Sunday 12 Dec 2021, 09.30 – 11.00

📍 Admiralty

👤 James Gilbert

5 places left

☆

>

What is the alternative?

🕒 This lesson is not available to book yet

☆

>

Problem solving

🕒 This lesson is not available to book yet

☆

>

Challenges in everyday situations

🕒 This lesson is not available to book yet

☆

>

Dealing with complaints

🕒 This lesson is not available to book yet

☆

>

My course

2

To help you target your studies to the areas you need, there are two pathways in MyClass – Workplace English & Social English – with lessons grouped into themes.

Workplace themes cover topics related to common activities and communication needs for the workplace; Social themes cover topics that commonly feature in social situations.


My course

BRITISH COUNCIL

MyClass

Grammar practice

Find a centre

 Akiko Suzuki

Home

My course

Progress

Assessment

Teachers

Elementary

Pre-intermediate

Intermediate

Upper Intermediate

Advanced

Pathways

▼ Social

• Dealing with challenges

• Better living

• Planning and going on holiday

• Socialising and sharing stories

• Collaborating and reaching agreement

• Art, culture and the internet

• Health and fitness

• Improving conversation skills

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Solving problems can be challenging if you don't know how to express yourself correctly. You'll discuss problems in a variety of different situations. Learn how to communicate and respond to problems, and listen to and give advice.

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📍 Admiralty

👤 James Gilbert

5 places left

☆

>

What is the alternative?

🕒 This lesson is not available to book yet

☆

>

Problem solving

🕒 This lesson is not available to book yet

☆

>

Challenges in everyday situations

🕒 This lesson is not available to book yet

☆

>

Dealing with complaints

🕒 This lesson is not available to book yet

☆

>

My course

View your progress in a particular theme and browse through lessons to decide what to do next. You can book a class or review, revise and consolidate what you've learned in your lessons by completing online self-study activities.

My course

Theme progress

1 out of 6 lessons attended



Centre

Admiralty

I'll never go there again



Next Class Sunday 12 Dec 2021, 09.30 – 11.00
Admiralty
James Gilbert
5 places left



What is the alternative?



This lesson is not available to book yet



Problem solving



This lesson is not available to book yet



Challenges in everyday situations



This lesson is not available to book yet



Dealing with complaints



This lesson is not available to book yet



Fighting stress



You attended this lesson on

8.1

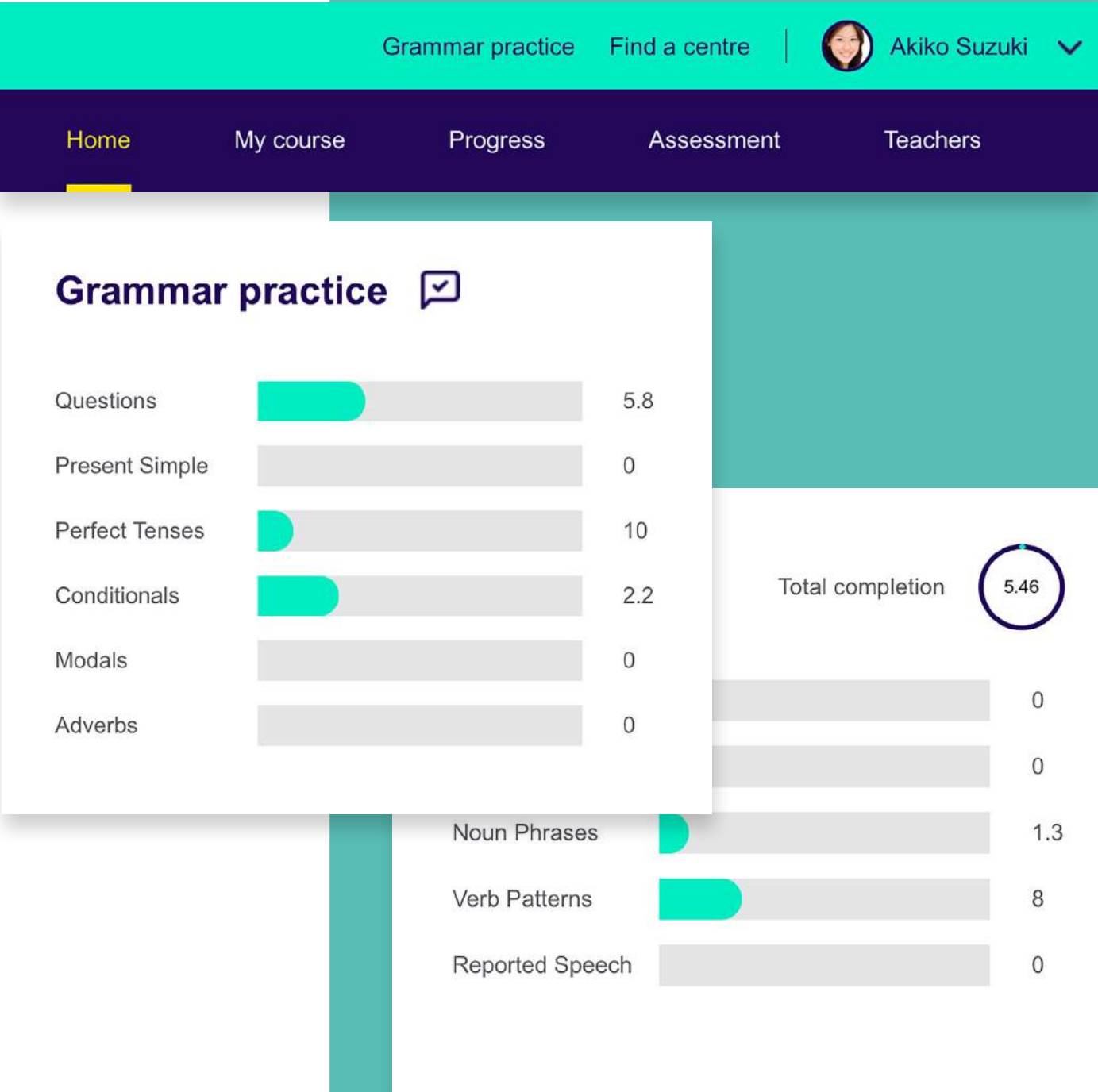


Grammar practice

Work on your grammar at any time with the online grammar practice activities. From tenses to modals, adverbs to noun phrases there's lots of opportunities for you to practise and improve.

Please note, you will need to log in again to access the online grammar practice, but all your scores will flow into the progress dashboard on the web portal and apps.

Grammar practice



How to book a class

1. Select the centre, dates and times you are looking for

Once you have chosen your filters you'll see all the lessons available according to your preferences.

You can go to 'Advanced search' to filter by teacher or lesson type too.

Find a class

My schedule

Past classes

Centre

Admiralty

Start time

All times

Tsim Sha Tsui

Class list

Wednesday 01

Thursday 02

Friday 03

08.15

09.30

✓ Admiralty

MyClass Online

All

Speaking | Work
The marketing mix
08.15 - 09.45
Ⓜ

Speaking | Work
Presenting information formally
08.15 - 09.45
4 places left
Ⓜ

How to book a class

2. View class details

Click on the class in the calendar to view more details.

3. Book class


Read the class description.


If you want to book this class, click on 'Book'.

Speaking | Social

How do you get to ...?

Talking about transport and travel

 **Thursday 02 Dec 2021, 19.15 – 20.45**

 Online class

Social Pathway

Part of theme
Describing people and things

0 of 6 themes completed

1 in progress

About this lesson

The topic of this lesson is transport and travel. You'll:

- ask and answer questions about travel and transport
- focus on vocabulary for transport
- practise asking and answering questions with 'how'
- practise sentence stress.

About the teacher

 **Nick Carter**

Credits: 1

 Only 4 places left

 **Book**

How to book a class

4. Booking confirmation

A tab will open to confirm your booking.

Close the tab to return to the home page.

Speaking | Social

Your booking is confirmed ✓

How do you get to ...?

🕒 **Thursday 02 December, 19.15 – 20.45**

💻 Online class



Please join the class from the 'Join' button on the home page from

This lesson will now appear in your schedule. Select one of the options below too.



Google Calendar [Add](#)



Office Calendar [Add](#)

How to cancel a class

1. Open My schedule

Click on My schedule to view your class bookings

2. Select the class you want to cancel

Speaking	Making social arrangements on and off the phone	Details
🕒	Wednesday 01 Dec 2021, 19.45 – 21.15	
📍	Tsim Sha Tsui, Room 310	
👤	Clare Gowran	
IELTS Coach	Reading: Comparing statements	Details
🕒	Friday 03 Dec 2021, 09.00 – 10.30	👤
📍	Tsim Sha Tsui, Room 1	
👤	Bronwen Davies	
Clubs Interest	Global Issues	Details
🕒	Friday 03 Dec 2021, 14.15 – 15.15	
📍	Admiralty, Room 803	
👤	Viktor Carrasquero	
Speaking	Successful students	Details
🕒	Friday 03 Dec 2021, 18.00 – 19.30	✓
📍	Tsim Sha Tsui, Room 303	
👤	Clare Gowran	

How to cancel a class

3. Press cancel button

Click on the 'Cancel booking' button.

Speaking | Social

How do you get to ...?

Talking about transport and travel

Thursday 02 Dec 2021, 19.15 – 20.45

Online class

Social Pathway

Part of theme

Describing people and things

0 of 6 themes completed

1 in progress

About this lesson

^

The topic of this lesson is transport and travel. You'll:

- ask and answer questions about travel and transport
- focus on vocabulary for transport
- practise asking and answering questions with 'how'
- practise sentence stress.

About the teacher

✓

Nick Carter

Credits: 1

Only 3 places left

Cancel Booking

How to cancel a class

4. Confirmation

If your class is cancelled up to 24 hours in advance you will not lose your credit.

Are you sure you want to cancel this booking?

No, I don't want to cancel

Cancel Booking

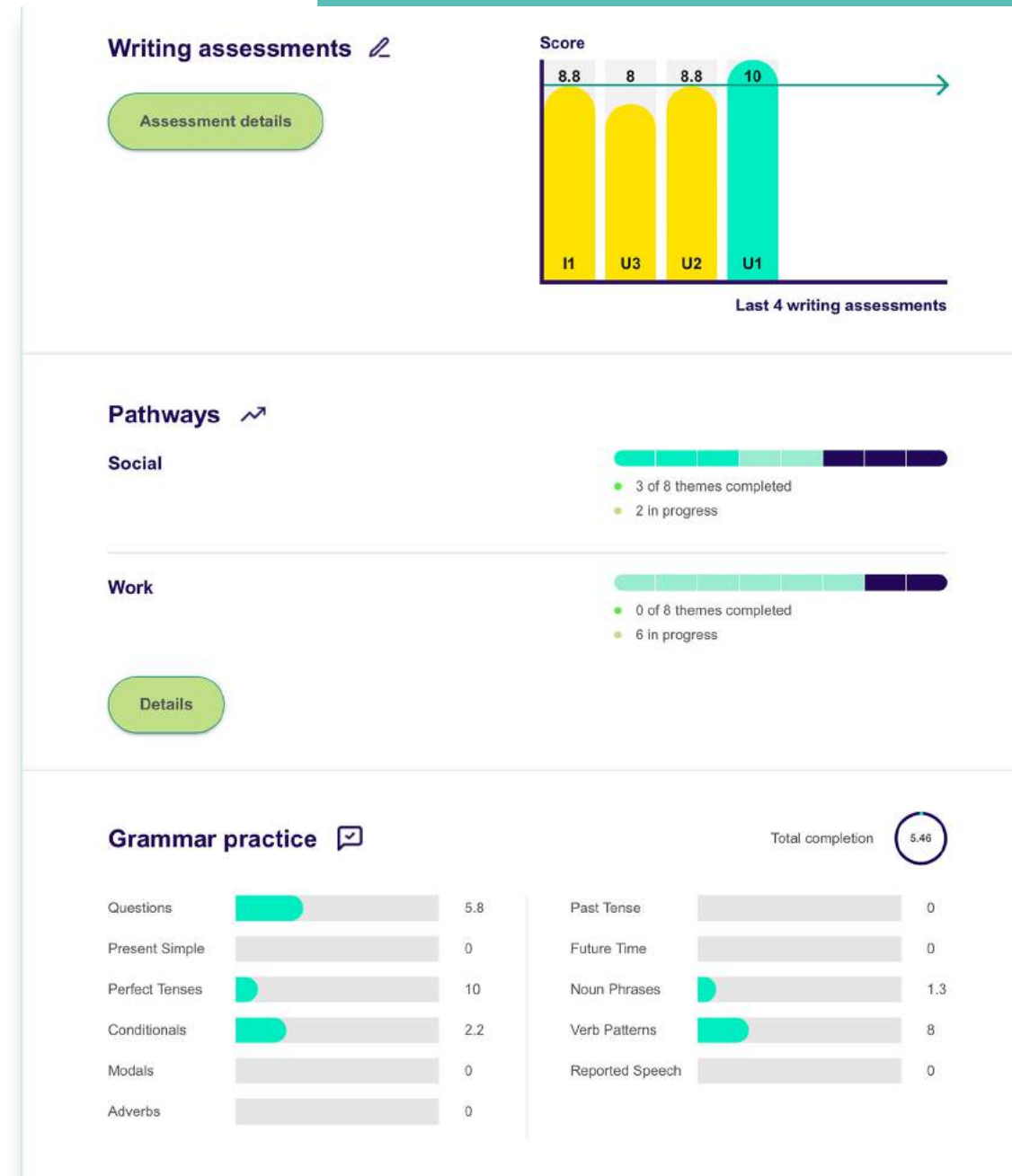
Your booking has been cancelled

Close

Tracking your progress


Click on the Progress tab for an at-a-glance view of your progress, including your lesson count, your detailed teacher assessments, your progress along a pathway, and where you are up to with your online grammar practice.

Select your latest assessment or pathway details to see more information on the progress you're making in specific areas.



Assessment details

Your teacher will provide regular detailed assessments of your progress. To view these, click on the Assessment tab, which will take you to a detailed view of your assessment scores and teacher feedback. To understand the assessment criteria, download this document.



Intermediate 4

Speaking 05 October 2021


Lotty Finnegan

7.6

Area	Assessment
Task achievement	Good
Pronunciation	Fair
Fluency	Fair
Range and appropriacy	Excellent
Accuracy	Good

Download assessment criteria

Teachers comment



Lotty Finnegan

Akiko, you had a productive class in which you successfully shared your ideas about learning. You used every speaking opportunity and your contributions were relevant and justified. You used a variety of phrases to indicate that you did not agree with statements (there is no evidence to support that/ That is arguable) and your grammar was appropriate and mostly accurate. Although your pronunciation is clear, you could work on sounding more natural. An effective way to practice this is by listening to native speakers and copying them. Record yourself and compare your output to the original speaker. Repeat until you are satisfied that your intonation and stress is the same.

Online classes and sessions

Sometimes MyClass classes or sessions need to be online. Online lessons are like any other MyClass lessons you attend at the British Council. You will practise your speaking and writing with your teacher and colleagues in real time and do lots of pair and group work.



What you need

We use Zoom for our online classes and sessions.
Zoom is web-conferencing software, which is free for you to use.

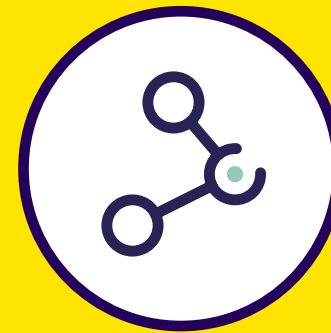
To join a class, you will need:



A webcam



**Download
Zoom onto your
computer**



**A high-speed
broadband
internet
connection**



Ear/headphones



**A built-in or
standalone
microphone**

What you need to know



Be on the register

As with all MyClass lessons, please make sure you have booked your lesson on the MyClass web portal.

If your name is not on the register, you cannot attend the class.

TIP

Make sure you use your real name for your Zoom account, and when signing in to the lesson. The teacher can then easily check if your name is on the register.



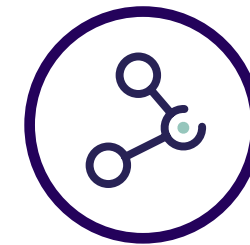
Be seen and be heard

In online lessons you need to have a web-cam / camera in order to participate fully. If you have ever used Skype, FaceTime or any other video calling app, you will know what you need because the experience is very similar.

Unfortunately, if the teacher cannot see or hear you, you will not be allowed to attend the class.

TIP

Test your video and mic before the lesson if you are not sure they work.



Be properly connected

You are going to need a stable internet connection (See Technical specifications section for more information). A poor connection will mean people may find it hard to hear or see you, and for you to see and hear them. This can be frustrating for everyone and will result in a poor learning experience.

If your internet connection is not good enough, you may be asked to leave the class.

Be somewhere quiet

The great advantage of an online lesson is that you can choose where you want to study. For the best experience however, you need to make sure you are somewhere where other people will not interrupt you and where noise is not a problem.

These problems can result in a poor learning experience for you, and for the other students.

If the environment you are in is unsuitable and you cannot change it, you may be asked to leave the class.



Please follow our classroom conduct code

It may be obvious but do remember to behave the way you would in any other MyClass lesson. Although you may be at home, it's important to remember that normal classroom rules still apply.



If you need support, contact your local British Council centre.

How to join an online class

Registering for a MyClass online class is simple!

1. Access your MyClass portal or app and select 'MyClass Online'
2. Book your class

Centre

MyClass Online

Start time

All times

Tsim Sha Tsui

Class list

Wednesday 01

Thursday 02

09.00

Admiralty

✓ MyClass Online

12.30

All

Speaking | Social Planning a tour
09.00 - 09.10

✓

3. Up to 15 minutes before the lesson, log in to the MyClass portal and click the 'Join now' button

4. You will be redirected to the Zoom online classroom

5. If you already have Zoom installed, click to join the meeting

6. Click 'Open Zoom' in the dialog box

Hello Akiko

MyClass Standard lesson target: 28 out of 158 lessons attended

Pathway themes in progress: 8

MyClass Standard credit balance: 161
60 credits expiring 29 June 2022

Your next class

Speaking
Making social arrangements on and off the phone
🕒 Wednesday 01 Dec 2021, 19.45 – 21.15
📍 Tsim Sha Tsui, Room 310
👤 Clare Gowran

Join now

Find a class | My schedule | Past classes

Centre: Tsim Sha Tsui | Start time: All times

Switch view: Class calendar | Class list

Week: 29 - 05 December 2021

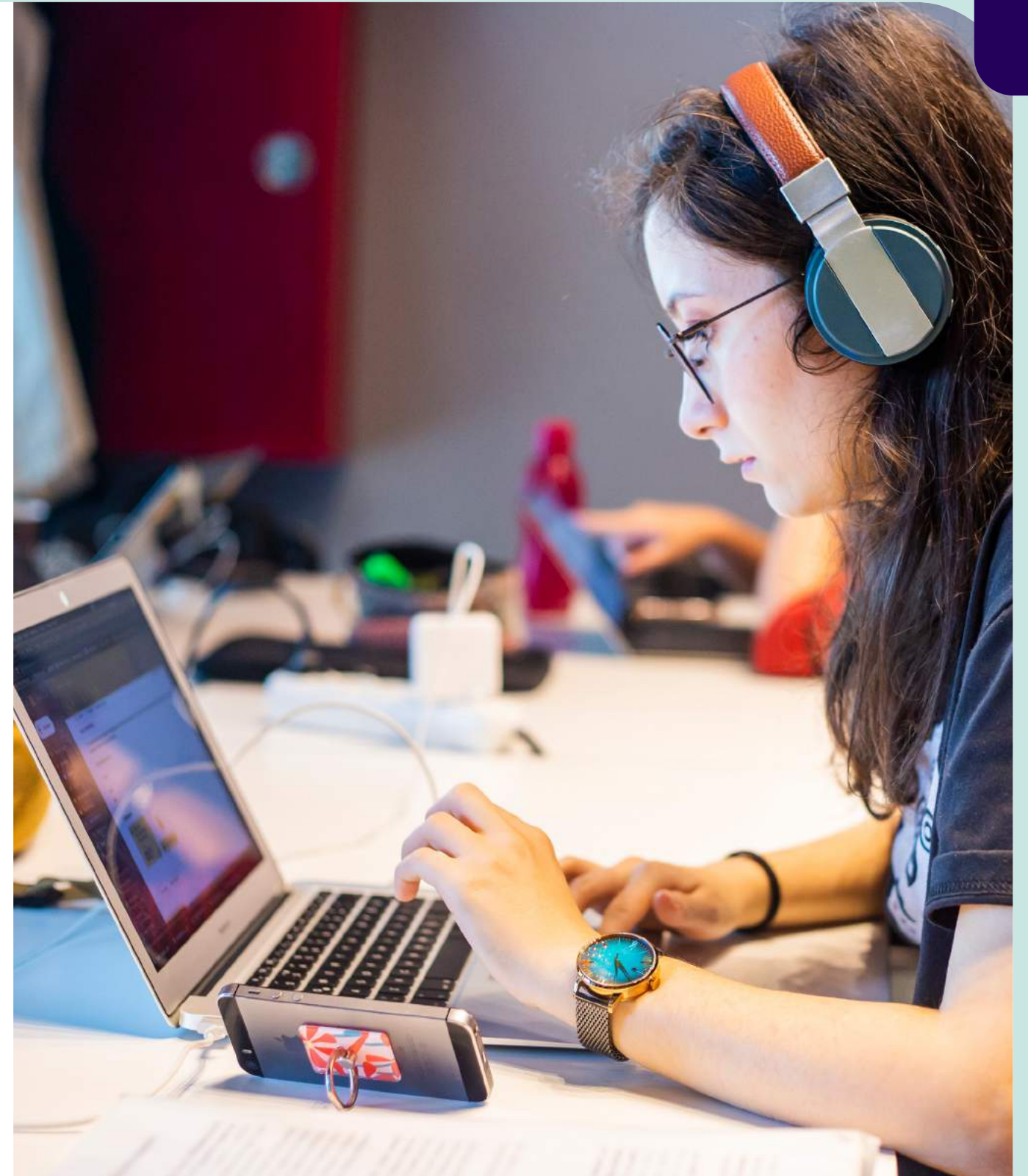
If you don't have Zoom installed, click here to check the next steps before you continue

- 7. When prompted, click
‘Join with video’.**
- 8. You may have to wait for the
teacher to let you join the class**
- 9. Please add the name that you
provided the British Council when
you bought your MyClass course**
- 10. When prompted, click
‘Join with audio’.**

New to Zoom?

See more instructions on how to get started.

[Go to Zoom help centre](#)



Online classes: Technical specifications



Please make sure your computer meets these minimum requirements

To ensure that you receive the best experience in MyClass online classes, a laptop or desktop with 4GB RAM and a dual-core 2Ghz processor or higher (Intel i3/i5/i7 or AMD equivalent).

Tablets running with sufficiently powerful processors – any 1 Ghz single core processor or better (non-Intel) – in landscape orientation will also work. However, for the best experience a laptop or desktop computer is recommended.

Ensure your laptop or computer has Windows10 or higher, and for Macs, OSX 10.9 or higher.

You will also need a webcam and a headset (with an inbuilt microphone, or with a separate microphone attachment).

New to Zoom?

See more instructions on how to get started.

[Go to Zoom help centre](#)

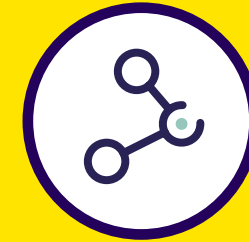


Browser

On all laptop or desktop computers we support up-to-date versions of Google Chrome, Safari or Firefox. For the best experience, we recommend Google Chrome.

You can check (and update) your version of the Google Chrome browser by going to

<https://www.whatismybrowser.com/>



Internet connectivity

We recommend that you use a stable connection with a minimum download speed of 4Mbps (recommended 8Mbps), and a minimum upload speed of 2Mbps.

We recommend the use of a wired Internet connection or stable Wi-Fi, and we do not recommend the use of tethering or mobile hotspots.

You can check your internet speed by going to

<https://www.speedtest.net>